

**Aging & Disability Resource Center
Onsite Monitoring & Performance Review Tool**



Iowa Department on Aging
510 E 12th Street, Ste. 2
Des Moines, IA 50319
515.725.3333 | 800.532.3213
www.iowaaging.gov

Area Agency on Aging:		IDA Monitor:	
AAA Program Staff: (Name & Title)		Review Period:	
Attachment(s):		Date(s) of Onsite:	

Section I: Requirement Compliance Review

References Federal, State and/or contractual requirements with which the AAA must be in compliance. Deficiencies noted in this section are findings which will require corrective action.

#	Authority	Review Question	Complaint		Comments (Identify document used to verify compliance)
			Yes	No	
1	231.64(1)(a) Information and Assistance	The aging and disability resource center shall be administered by the department consistent with the federal Act. The department shall designate area agencies on aging to establish, in consultation with other stakeholders including organizations representing the disability community, a coordinated system for providing all of the following: a. Comprehensive information, referral, and	<input type="checkbox"/>	<input type="checkbox"/>	

**Aging & Disability Resource Center
Onsite Monitoring & Performance Review Tool**



Iowa Department on Aging
510 E 12th Street, Ste. 2
Des Moines, IA 50319
515.725.3333 | 800.532.3213
www.iowaaging.gov

		assistance regarding the full range of available public and private long-term care programs, options, service providers, and resources within a community, including information on the availability of integrated long-term care			
2	231.64(1)(b) Options Counseling	Options counseling to assist individuals in assessing their existing or anticipated long-term care needs and developing and implementing a plan for long-term care designed to meet their specific needs and circumstances. The plan for long-term care may include support with person-centered care transitions to assist consumers and family caregivers with transitions between home and care settings	<input type="checkbox"/>	<input type="checkbox"/>	
3	231.64(1)(c) Consumer Access	Consumer access to the range of publicly-supported long-term care programs for which consumers may be eligible, by serving as a convenient point of entry for such programs	<input type="checkbox"/>	<input type="checkbox"/>	
4	231.64(2) Population Served	The aging and disability resource center shall assist older individuals, persons with disabilities age eighteen or older, family caregivers, and people who inquire about or request assistance on behalf of members of these groups, as they seek long-term care living services and community supports.	<input type="checkbox"/>	<input type="checkbox"/>	
5	17-7.9(1) Information and assistance services	The AAA shall provide for information and assistance services sufficient to ensure that all older individuals within the PSA have convenient access to the services.	<input type="checkbox"/>	<input type="checkbox"/>	

**Aging & Disability Resource Center
Onsite Monitoring & Performance Review Tool**



Iowa Department on Aging
510 E 12th Street, Ste. 2
Des Moines, IA 50319
515.725.3333 | 800.532.3213
www.iowaaging.gov

6	17-7.9(2) English not principal language	In a PSA in which 3 percent of the older individual population does not speak English as the principal language, the service provider must provide information and assistance services in the language spoken by older individuals.	<input type="checkbox"/>	<input type="checkbox"/>	
7	17-23.1 General	The aging and disability resource center (ADRC) serves to assist individuals in living healthy, independent, and fulfilled lives in the community. The ADRC will work to ensure that individuals accessing the long-term care services and supports system experience the same process and receive the same information about service options wherever they enter the system.	<input type="checkbox"/>	<input type="checkbox"/>	
8	17-23.4(1) ADRC Coordination Centers	An ADRC coordination center designated by the department shall do all of the following: Perform all duties mandated by federal and state law and applicable rules and regulations.	<input type="checkbox"/>	<input type="checkbox"/>	
9	17-23.4(2) Increase Accessibility	Increase the accessibility of community long-term care services and supports by providing comprehensive information, referral, and assistance regarding the full range of available public and private long-term care programs, options, service providers, and resources within a community.	<input type="checkbox"/>	<input type="checkbox"/>	
10	17-23.4(3) Enrollment System	Develop a community long-term care services and supports enrollment system.	<input type="checkbox"/>	<input type="checkbox"/>	
11	17-23.4(4) Options Counseling	Provide options counseling to assist individuals in assessing their existing or anticipated long-term care needs and developing and implementing a plan for long-term care.	<input type="checkbox"/>	<input type="checkbox"/>	

**Aging & Disability Resource Center
Onsite Monitoring & Performance Review Tool**



Iowa Department on Aging
510 E 12th Street, Ste. 2
Des Moines, IA 50319
515.725.3333 | 800.532.3213
www.iowaaging.gov

12	17-23.4(5) Point of Entry	Serve as a point of entry for programs that provide consumer access to the range of publicly supported long-term care programs.	<input type="checkbox"/>	<input type="checkbox"/>	
13	17-23.4(6)	Designate ADRC local access points.	<input type="checkbox"/>	<input type="checkbox"/>	
14	17-23.4(7) Technical Assistance	Provide technical assistance to ADRC local access points.	<input type="checkbox"/>	<input type="checkbox"/>	
15	17-23.4(9) Oversight	Provide oversight of ADRC local access points to ensure compliance with federal and state law, applicable rules and regulations, and policies and mandates as determined by the advisory board.	<input type="checkbox"/>	<input type="checkbox"/>	
16	17-23.5 ADRC local access points	An ADRC local access point designated by an ADRC coordination center shall do all of the following: 1. Perform one or more functions of an ADRC coordination center. 2. Maintain an agreement with the ADRC coordination center, in the form of a referral agreement, contract, memorandum of understanding, or similar document, which specifies the duties of the ADRC local access point. 3. Serve on the advisory board of the ADRC coordination center.	<input type="checkbox"/>	<input type="checkbox"/>	
17	17-23.6 Population served	The aging and disability resource center, ADRC coordination centers, and ADRC local access points shall assist the following individuals in seeking long-term care services and supports: 1. Older individuals; 2. Individuals with disabilities who are aged 18 or older; 3. Family caregivers of older individuals;	<input type="checkbox"/>	<input type="checkbox"/>	

**Aging & Disability Resource Center
Onsite Monitoring & Performance Review Tool**



Iowa Department on Aging
510 E 12th Street, Ste. 2
Des Moines, IA 50319
515.725.3333 | 800.532.3213
www.iowaaging.gov

		<p>4. Family caregivers of individuals with disabilities who are aged 18 or older;</p> <p>5. Individuals who inquire about or request assistance on behalf of older individuals; and</p> <p>6. Individuals who inquire about or request assistance on behalf of individuals with disabilities who are aged 18 or older.</p>			
18	17-23.7(1) Back Ground Checks	<p>An ADRC coordination center shall ensure that options counselors meet the requirements of this chapter and applicable federal and state law. Background checks. All ADRC coordination centers shall establish and maintain background check policies and procedures that include, but are not limited to, the following:</p> <p>a. A requirement that, prior to beginning employment, all options counselors, whether full-time, part-time, or unpaid, shall undergo criminal and abuse background checks.</p> <p>b. A background check includes, at a minimum, a request that the department of public safety perform a criminal history check and the department of human services perform child and dependent adult abuse record checks of the applicant in this state.</p> <p>c. Protocol for how to proceed in the event that an options counselor applicant is found to have a criminal history or history of child or dependent adult abuse.</p>	<input type="checkbox"/>	<input type="checkbox"/>	

**Aging & Disability Resource Center
Onsite Monitoring & Performance Review Tool**



Iowa Department on Aging
510 E 12th Street, Ste. 2
Des Moines, IA 50319
515.725.3333 | 800.532.3213
www.iowaaging.gov

19	17-23.7(2) Mandatory Reporter	All options counselors shall be considered mandatory reporters pursuant to Iowa Code chapter 235B and shall adhere to federal and state law and applicable rules and regulations for mandatory reporters.	<input type="checkbox"/>	<input type="checkbox"/>	
20	17-23.7(3) Person Centered	An options counselor shall provide options counseling that is person-directed and interactive and that allows the consumer to make informed choices about long-term living services and community supports based upon the consumer's preferences, strengths and values.	<input type="checkbox"/>	<input type="checkbox"/>	
21	17-23.7(4) Options Counselor Qualifications	Options counselor minimum qualifications. An options counselor shall possess the following minimum qualifications: a. Bachelor's degree in a human services field; or b. License to practice as a registered nurse; or c. Bachelor's degree and two years of experience working in the areas of aging, disabilities, community health, or hospital discharge planning; or d. Associate's degree and four years of experience working in the areas of aging, disabilities, community health, or hospital discharge planning; or e. License to practice as a licensed practical nurse and four years of experience working in the areas of aging, disabilities, community health, or hospital discharge planning.	<input type="checkbox"/>	<input type="checkbox"/>	

**Aging & Disability Resource Center
Onsite Monitoring & Performance Review Tool**



Iowa Department on Aging
510 E 12th Street, Ste. 2
Des Moines, IA 50319
515.725.3333 | 800.532.3213
www.iowaaging.gov

22	17-23.7(5) Position-specific training.	The options counselor shall provide to the ADRC coordination center documentation of successful completion of the person-centered counseling core curriculum provided by Elsevier, or an equivalent that is approved by the department, within 30 days of employment as an options counselor. Documentation shall be included in the individual's personnel record.	<input type="checkbox"/>	<input type="checkbox"/>	
23	17-23.7(6)(a) Continuing Education	Continuing education requirements for an options counselor. An options counselor shall: a. Obtain during the term of employment eight hours of relevant training annually as required by the department.	<input type="checkbox"/>	<input type="checkbox"/>	
24	17-23.7(6)(b) Continuing Education	Document training related to the provision of options counseling if eight hours of training are not obtained in accordance with paragraph 23.7(6)"a." Documentation shall be included in the individual's personnel record.	<input type="checkbox"/>	<input type="checkbox"/>	

**Aging & Disability Resource Center
Onsite Monitoring & Performance Review Tool**



Iowa Department on Aging
510 E 12th Street, Ste. 2
Des Moines, IA 50319
515.725.3333 | 800.532.3213
www.iowaaging.gov

Section II: Program/Service/Area/Contract Performance

Addresses achievements, goals, challenges, and needs.

#	Topic	Question(s)	Response(s)
1	Goals	What are the goals?	
2	Achievements	Describe the achievement(s) over the past year.	
3	Challenges	What barriers or challenges have been experienced?	
4	Technical Assistance	Are there areas that would benefit from additional technical assistance?	

Section III: Home Visit

Observations	Comments